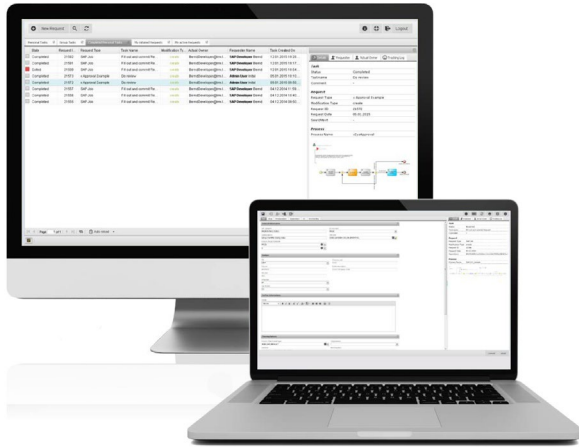


# Automatic Request Management



## Key Benefits

- Application developers and other non-IT users can easily request changes in application workflows
- All workflows adhere to company standards
- Full governance over the workload change process with comprehensive auditing
- Cost and complexity reductions due to eliminating informal communications
- Support for DevOps initiatives through faster delivery of changes into production

## Simplify and accelerate the delivery of automation services

Today's companies need to make changes to their automation environments more frequently than ever before. This need arises due to internal problems, new requirements, and external factors such as customer demand, market dynamics, or regulatory changes. However, putting job request changes into production is part of a complex, largely manual and challenging process:

### Business Challenges

- Ad-hoc updates to production schedules can result in costly errors and potential service delivery disruptions
- Informal communications such as calls or emails cause delays, productivity loss, and frustration for all involved
- Scheduling definition standards (such as job name structure) cannot be properly enforced when multiple people have access to the systems
- Limited governance and lack of comprehensive auditing of the workload change process mean audit compliance is at risk

IT departments can benefit from improving their management of changes to production schedules and job plans, both of which support business operations.

### The Automatic Solution

Automatic Request Management is a comprehensive system for the process-driven execution and management of Workload Automation job definition change requests. It shows requests in a concise graphical web interface and stores them with the associated documents in a central database. Requests can

follow definable processes that are created using the integrated webbased process designer. Automatic Request Management is also able to integrate with intra- and extranets.

### How It Works

The simple drag-and-drop interface makes job request forms easy to define, eliminating manual and informal request exchanges. Ease of collaboration with IT Operations means application developers can quickly deliver scheduling changes that can then be checked into the operational environment. New jobs are designed using a graphical web client and are validated against company-specific standards. Schedules are also subject to validation against strict criteria to ensure all workflows adhere to requirements.

### Submitting Requests

Application developers access Automatic Request Management via their intranet. Since it is fully integrated with LDAP/AD environments, the user settings and authorization are automatically mapped. Depending on individual authorization, the user can then choose from different options to request a new job or to execute changes in scheduling.

After picking the right service, the user then enters the information into the web form. The form is easy to understand as it is designed according to business requirements, so high-quality data is delivered. The client will have already performed a number of syntax and logic checks beforehand.

When the request is committed, the user is informed via tracking mails and a graphical process overview about the order.

### **Processing Requests**

Typical Automic Request Management requests consist of human tasks such as the initial filling out by the customer, verification by the scheduling team, and automatic planning tasks which actually create or update jobs and other objects in the automation environment.

The processing itself follows the BPMN2 ISO standard for business processes. By implementing this standard, requirements for interaction, escalation and delegation are met.

### **Authorization System**

Authorization in Automic Request Management is matrix based. One side grants role authorization to users. The roles could either be 'request this kind of job' or 'approve this kind of job'. On the other hand, each of those roles may be restricted to the attributes within the request. A user could be authorized to approve all jobs other than those in the SAP production environment, for example.

This kind of role-based / content-based model allows the implementation of authorizations that represent actual responsibilities within enterprises.

### **Audit Tracking**

While moving a request from one user to another, any changes to the request will be stored in history objects. Uploaded files and changes to those files are recorded in the same way. With this, a complete audit proof history is available for every change request.

### **Why Choose Automic?**

- Automic provides the only modular platform that orchestrates the delivery of services across business, application, and infrastructure layers, whether onpremise, hybrid or in the cloud
- Automic's platform allows a single point of control for business processes
- Process completion is ensured in accordance with both business and IT standards

**For more information or product demonstration please visit [www.automic.com](http://www.automic.com)**